

Self-Gov - Medicine, State Board of Medical Licensing

Description:

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Licensing and Discipline - Meet or exceed the public demand for information

A. 100% of written requests for information are responded in 72 hours or less.

Actual Results			
1999	2000	2001	2002
		90%	95%
Projected Results			
2003	2004	2005	2006
100%	100%	100%	100%

2. Licensing and Discipline - Accurate and expeditious verification of professional and paraprofessional licensure.

A. Instant license verification via a web based license verification.

Actual Results			
1999	2000	2001	2002
		72 hours	72 hours
Projected Results			
2003	2004	2005	2006
72 hours	>5 minutes	>5 minutes	>5 minutes

3. Licensing and Discipline - Meet public demand and licensee due process in the complaint resolution process.

A. Receipt and processing of complaints accomplished in time parameters in 90% of all cases.

Actual Results			
1999	2000	2001	2002
		90%	90%
Projected Results			
2003	2004	2005	2006
90%	90%	90%	90%

4. Prelitigation - Improve data collection and improve administration of pre-litigation process.

A. Data collection improved, administrative processing time decreased, funding and staffing stable.

Actual Results			
1999	2000	2001	2002
		Benchmark	
Projected Results			
2003	2004	2005	2006

5. Administration - Identify and address the training needs for staff and members

A. Staff and members orientated and trained in functional area.

Actual Results			
1999	2000	2001	2002
		Ongoing	Ongoing
Projected Results			
2003	2004	2005	2006
Ongoing	Ongoing	Ongoing	Ongoing

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6. Administration - Utilize technology to improve agency function and reduce cost.
A. 100% paperless board and committee meetings.

Actual Results			
1999	2000	2001	2002
		0	25%
Projected Results			
2003	2004	2005	2006
50%	70%	100%	100%

Program Results and Effect:

The ultimate effect of this plan is improved agency function in public protection and effective utilization of this self regulating agency's funds.

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